

Family Support Direct Worker Competencies

Updated 1-9-14

Family Support Worker Competencies in the Human Resources Domain (HR)

HR1. Adheres to agency's HR policies and procedures regarding staff conduct, including work schedules, benefit time, dress code, use of equipment and other agency resources.

HR2. Accomplishes job tasks in a timely manner.

HR3. Maintains effective working relationship with supervisor.

HR4. Engages in professional development.

HR5. Works effectively as member of diverse workforce (e.g., differences in gender, race/ethnicity, disability, sexual identity, religion).

HR6. Contributes to quality improvement within unit and across the organization.

HR7. Works collaboratively as member of a team.

Family Support Practice Domain (FSP)

FSP1. Establishes and maintains collaborative relationships with families (joins with family).

FSP2. Conducts strength-based, family-centered, culturally competent family assessments through observation, interviewing, and assessment tools (including assessment of child safety concerns).

FSP3. Develops time-limited, outcome-based action plans.

FSP4. Facilitates implementation of family action plans through the life of the case.

FSP5. Ethically and competently closes cases.

FSP6. Practices in accord with professional values, principles, ethics and standards (including cultural competence).

FSP7. Participates in and makes use of both reflective and solution-focused practice supervision.

FSP 8. Prepares complete, specific, factual, timely, and clearly written documentation of case activities, including use of agency data system(s).

FSP 9. Applies knowledge of child and adolescent physical, language, cognitive, social and emotional development in practice with families.

FSP 10. Applies requisite knowledge about basic health and medical needs, the prevention of disease and health-related issues and behaviors that can impact child, individual and family functioning.

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FSP 11. Applies requisite specialized knowledge in practice with families affected by child and/or adult mental illness and/or trauma: recognizes the presence of risk and protective factors, links families with appropriate services and adjusts service provision if needed.

FSP 12. Applies requisite specialized knowledge in practice with families affected by domestic violence, recognizing the presence of risk factors and linking families with appropriate services.

FSP 13. Applies requisite specialized knowledge in practice with families affected by substance abuse, recognizing the presence of risk and protective factors, linking families with appropriate services and adjusting service provision if needed.

FSP 14. Effectively links families with informal supports: engages the family in identifying supports, facilitates the family's connection with those supports, and builds maintenance activities into the service plan.

FSP 15. Uses referral and advocacy for families appropriately; empowers service recipients to advocate on their own behalf.

FSP 16. Complies with legal requirements and agency policies and procedures.

FSP 17. If parent education is provided, adjusts education to parents' learning style; if parent education is provided in a group setting, demonstrates ability to facilitate groups.

FSP 18. Applies critical thinking skills to family support work.

Family Support Worker Competencies in the Leadership Domain (L)

L1: Engages effectively with the public and community to further the goals of the agency (e.g., community service, community advocacy, community development, public speaking).

L2: Demonstrates conflict management and mediation skills.

Family Support Worker Competencies in the Resilience and Safety Domain (RS)

RS1: Identifies origins and consequences of work-related stress and employs strategies to manage one's stress and enhance one's resilience.

RS2: Recognizes indicators of potential danger and employs strategies to enhance personal safety on the job.

Family Support Supervisor Competencies

1. **Ensures an effective work environment** that supports organizational goals, values and policies.
2. **Uses supervision and the supervisory relationship** to promote the values, principles, and standards of family support practice and a practice culture that is family-centered, strength based, and solution focused.
3. **Implements a supervision program** (e.g., orientation, formats for delivery, scheduling, tasks, techniques, staff development, criteria and process for evaluation of staff).
4. **Communicates effectively** (including use of communication technology).
5. **Supervises staff in implementing the agency/program's practice model** (e.g., parent education groups; home visiting; family engagement and assessment, action planning; implementing plans; accessing services; monitoring progress and adapting services; closing cases; writing case progress notes)
6. **Demonstrates culturally competent supervision** and develops cultural competence in staff.
7. **Adapts supervisory interventions to supervisee developmental stage**, skill level, learning style, and culture.
8. **Uses strength-based, reflective supervision skillfully.**
9. **Provides training, education, coaching and mentoring to** enhance competence and professional development of staff.
10. **Evaluates staff performance** and responds effectively to performance issues.
11. **Promotes team building and peer support.**
12. **Recognizes, rewards and celebrates staff accomplishments.**
13. **Assures ethical practice** and an ethical workplace; manages legal risk of practice and supervision.
14. **Manages crisis situations** effectively and sensitively (e.g., threats by clients, witnessing disasters and violent events, personal crises of supervisees)

15. **Counsels impaired staff** whose professional judgment may be adversely affected.
16. **Stays current on evidence-based family support practice and clinical issues affecting client families** (e.g., substance abuse, mental health and psychiatric conditions, abuse and violence, assessment methods, and treatment modalities.)
17. **Uses data effectively** to improve practice and demonstrate results
18. **Establishes and maintains working relationships with referral networks** and coaches staff to collaborate effectively with the families' other providers.
19. **Recognizes indicators of potential danger** and employs strategies to enhance staff safety on the job.
20. **Promotes the organization's mission** effectively with a variety of community entities.
21. **Works effectively with media** to build positive relations and maintain open communications.
22. **Advocates for resources** and other supports (including organizational decisions) necessary to support the provision of high quality services to families.
23. **Promotes staff resilience and addresses the origins and consequences of work-related stress.**
24. **Establishes a network of supportive peer relationships and employs strategies for self-care.**
25. **Leads change effectively.**
26. **Contributes to the organization's financial accountability and viability**
27. **Contributes to organizational accountability to funders, boards, and the public.**
28. **Guides the implementation of program activities and services based on the best available evidence of service effectiveness.**
29. **Skillfully facilitates case staffings and meetings.**